

13. BASIC FUNCTION OF POSITION:

The Mail Clerk is responsible for the unclassified international, local, Army Post Office (APO), Diplomatic Post Office (DPO) mail and pouch operations for Embassy Wellington, Embassy Apia, Consulate General Auckland, and Department of Defense (DOD) elements at Christchurch. Provides support to Embassy personnel plus eligible family members. Receives, sorts and dispatches all official and personal unclassified mail, including periodicals, newspapers and magazines through the APO, DPO, Department of State (DOS) Diplomatic Pouch and Mail (DPM), and local mail systems.

14. MAJOR DUTIES & RESPONSIBILITIES:

A. General Post Office (GPO) Mail – New Zealand (NZ) Post

1. Collects and distributes GPO mail and newspapers. If necessary, opens mail to determine routing.
2. Affixes correct postage to all official outgoing mail. Closes and dispatches GPO mail bags according to established procedures and schedules.
3. Assists all Embassy personnel in completing express shipping labels; receives and processes all express mail items for shipping via DHL Express.
4. Maintains a record of incoming and outgoing registered items and courier packs.

B. APO/DPO/DPM

1. Utilizes the department's Integrated Logistics Management System (ILMS) for DPM system to process receipt and dispatch all mail and pouches regardless of point of origin.
2. Receives and opens APO and DPO pouches as well as intra-post pouches. Distributes mail to the appropriate section/person; weighs mail/packages for correct postage; properly closes and dispatches mail bags/pouches according to established procedures and schedules; and coordinates shipments of heavy materials to Consulate General (CG) Auckland, Christchurch and Embassy Apia.
3. Drives an official motor vehicle for trips to the local Post Office and airport to pick up and dispatch all diplomatic mail/packages.

C. General Duties

1. Advises Mission staff and other authorized Mail Room users regarding correct mailing procedures. Liaises with supported outlying Posts as necessary.
2. Operates equipment necessary to carry out above duties (e.g. franking machine, general computer software applications, ILMS and scales).
3. Maintains attendant paperwork and records. Suggests revisions to all mail schedules to the Information Programs Officer (IPO).
4. Keeps mailroom neat and orderly. Ensures that sufficient pouch bags and courier packs are on hand.
5. Maintains a list of forwarding addresses of personnel who have departed post. Forwards mail as appropriate.

6. Directs customers to the NZ Post and U.S. Postal Service (USPS) Click-N-Ship website to purchase postage.
7. Serves as back-up to the Information Programs Center (IPC) Administrative Assistant, and performs other duties as assigned by the IPO.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE:

- a. **Education:** Completion of secondary school or High School is required.
- b. **Prior Work Experience:** Minimum of one year experience in mail handling or office environment is required.
- c. **Post Entry Training:** On-the-job instruction from the IPO. On line DPM courses are available for additional training. Introduction to Working in an Embassy (PN113); No Fear Act Training (PT401); and Ethics for New Locally Employed Staff (PA453).
- d. **Language Proficiency:** Level 3 English (Good working knowledge) ability is required.
- e. **Knowledge:** Must have a good working knowledge of Mission elements, and their functions to which mail service is provided. Must maintain thorough knowledge of Department of State and/or associated agency mail and pouch operations (14 FAH-4 & 14 FAM 700), APO/DPO and ILMS for DPM process.
- f. **Skills & Abilities:** Basic computer skills and working knowledge of Microsoft Office applications are necessary. Ability to lift 30 kg packages, operate various machines associated with mail handling operations (e.g. franking, scales and computer). Must possess a valid driver's license. Must be able to deal tactfully with personnel using mailroom facilities, and ensure delivery of quality customer service.

16. POSITION ELEMENTS:

- a. **Supervision Received:** Reports directly and receives work instructions from the IPO. However, the day-to-day operations of the mailroom are the incumbent's responsibility. Refers procedures not covered in the available guidelines to the supervisor.
- b. **Supervision Exercised:** None.
- c. **Available Guidelines:** Pouch and Mail Handbook (14 FAH-4), Diplomatic Pouch and Mail (14 FAM 700), ILMS Knowledge Base (DOS) website, U.S. Postal Service (USPS) and New Zealand (NZ) Post laws and regulations, and the Locally Engaged Staff (LES) Handbook.
- d. **Exercise of Judgment:** Must be able to function independently, communicate effectively, and deal appropriately with all Embassy personnel. Employs considerable

tact and diplomacy in contacts with Embassy and associated agency officials and employees when explaining mail handling procedures and resolving mail issues. Ability to determine routing for outgoing pouches utilizing the first available aircraft that will permit speedy transmission of pouches.

e. Authority to make Commitments: Able to make routine decisions in the day-to-day operations of the mail room. Incumbent may make suggestions to change procedures and policy, and purchase needed items to improve Mail Room operations. Commitment of Embassy funds related to mail handling expenses or supplies must be approved by the IPC Pouch Control Officer.

f. Nature, Level & Purpose of Contacts: Working level contacts with mission employees. Extensive contact with airport customs and airline officials. Must be able to interact professionally with DOS Couriers and with all international and local mail couriers, NZ Post, DHL and other organizations as required.

g. Time Required to Perform Full Range of Duties: Six (6) months.